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IDAHO DEPARTMENT OF
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November 20, 2008

Dallas Clinger
Harms Memorial Hospital
P.O. Box 420
American Falls, Idaho 83211

Provider #131304

Dear Mr. Clinger:

On **November 7, 2008**, a complaint survey was conducted at Harms Memorial Hospital. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00003610

Allegation: The hospital refuses to treat patients until a copayment has been made by the patient.

Findings: An unannounced visit was made to the facility on 11/7/08. Ten records were reviewed of patients who had presented for evaluation at the facility's Emergency Department. The Director of Nursing and the manager of the billing department were interviewed. Policies were reviewed.

The ten records documented that patients had received appropriate Emergency Department treatment regardless of payor source.

A written facility policy, posted in the registration area, addressed the payment for "over the counter" supplies. The policy objective was to control supplies being dispensed without association to a hospital visit. It stated that an individual who had a prescription from a doctor was to be admitted as an outpatient. The normal billing process would be followed, including the submission of an insurance copay.

The manager of the billing department was interviewed on 11/7 08 at 11:00 AM. She stated that the policy applied to outpatients who were sent from their primary provider for diagnostic testing or durable medical equipment. The policy was not applicable to patients presenting to the Emergency Department. She also stated that if a patient did not have the copay amount or were uninsured, a payment plan was offered. Further, she stated that the only patients that were not offered a payment plan were those with a history of non-payment to the hospital.

There was no indication that patients were being refused initial evaluation due to lack of copayment. State and federal hospital regulations do not address payment for equipment or outpatient services. No deficiencies were cited.

Conclusion: Unsubstantiated. Lack of sufficient evidence.

As none of the complaints were substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,



GARY GUILLES
Health Facility Surveyor
Non-Long Term Care



SYLVIA CRESWELL
Co-Supervisor
Non-Long Term Care

GG/mlw